

Making things better

PALS and Complaints Team easy read



We hear

We act

We make things better

Here to help



Total Voice Northamptonshire

VoiceAbility

Unit F17

Moulton Park Business Centre

Redhouse Road

Moulton Park

Northampton

NN3 6AQ



T: 01604 592702



E: tvn@voiceability.org



Children's Rights Officer

Northamptonshire County Council

PO Box 177

Freepost NH06 76

Northamptonshire NN4 7DF



T: 01604 368051



E: childrensrights@northamptonshire.gov.uk



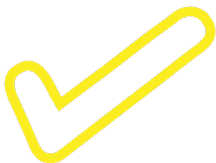
Good things



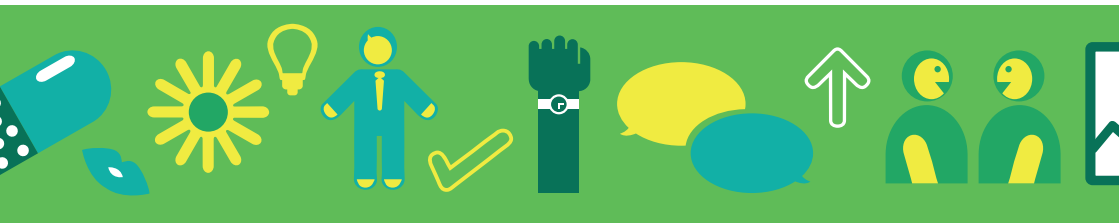
Tell us the good things.



Talk to any member of staff or the PALS manager.



We share the good things with the teams.





Ideas



Tell us your ideas.

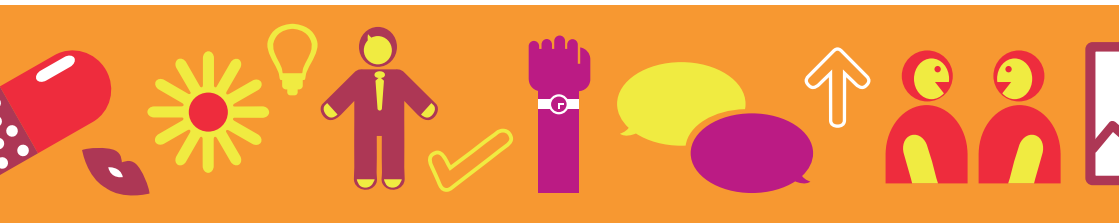


Talk to staff, PALS manager or fill in a form. This form is called I Want Great Care.

iWantGreatCare



Your ideas can help us make things better for you and other people.





Worries

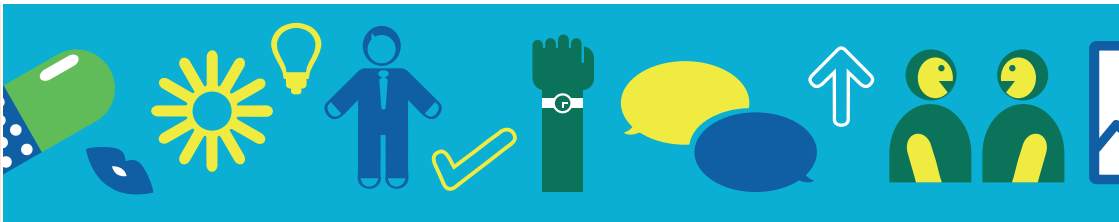


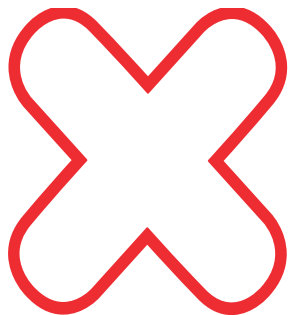
Tell us what worries you and we will try and help.



Talk to PALS - this is a free number.

0800 917 8504
01536 452070





Bad things



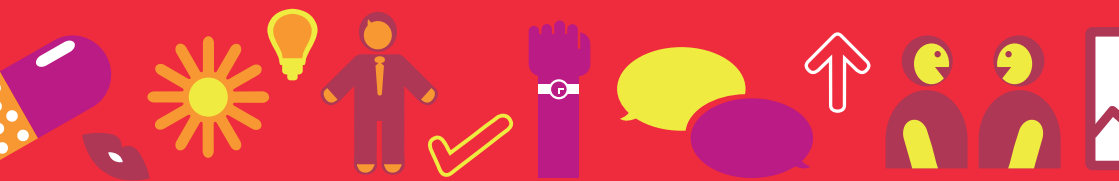
Tell us the bad things.

Talk to the team that can help with the bad things.



**0800 917 7206
01536 452079**

**We will listen and act on the bad things you tell us.
We will tell you the result.**



Call or write to us

Patient Advice and Liaison Service



T:0800 917 8504*
T: 01536 452070



E:pals@nhft.nhs.uk



Complaints Team

T:0800 917 7206*
T: 01536 452079



E:complaints@nhft.nhs.uk

If you would like to write to either team, use the address below



Address: St Mary's Hospital
London Road
Kettering
NN15 7PW

Website:



www.nhft.nhs.uk

*There may be a charge if you call this number from a mobile phone or other networks

Other copies

We can provide this in large print, Braille, on audio tape, disc and in other languages.

Please contact the Patient Advice and Liaison Service on the details above for other copies.



T: 0800 917 8504
T: 01536 452070

If you require this leaflet in other formats or languages please contact PALS: 0800 917 8504

এই লিফলেটটি যদি আপনার অন্য কোনো ফরম্যাটে বা ভাষায় প্রয়োজন হয়, তবে অনুগ্রহ করে 0800 917 8504 নম্বরে পালস এর সাথে যোগাযোগ করুন

Jei šią skrajutę norite gauti kitu formatu ar kalba, kreipkitės į PALS: 0800 917 8504

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub języku, prosimy o kontakt z PALS pod numerem telefonu 0800 917 8504.

Dacă aveți nevoie de acest prospect în alte formate sau limbi, vă rugăm să contactați PALS: 0800 917 8504

Если Вы хотели бы получить данную брошюру на другом языке или в другом формате, просим обращаться в PALS (Информационная служба для пациентов) по 0800 917 8504.